

**PIONEER TELEPHONE HOLDING COMPANY
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(509) 549 3511**

OPEN INTERNET POLICY

Pioneer Telephone Holding Company adopts this Open Internet Policy to promote the Internet as an open platform enabling customer choice, freedom of expression, end-user control, competition, and the freedom to innovate without permission.

No Unreasonable Discrimination: Pioneer Telephone Holding Company does not unreasonably discriminate in transmitting lawful network traffic over a customer's broadband Internet access service, subject to reasonable network management. Reasonable network management practices are set out below.

Pioneer Telephone Holding Company does not:

- Discriminate among specific uses, or class of uses, of its network
- Impair, degrade or delay VoIP applications or services that compete with its voice services or those of its affiliates
- Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services or non-harmful devices
- Impair free expression by actions such as slowing traffic from particular web sites or blogs
- Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic
- Prioritize its own application, services or devices or those of its affiliates

No Blocking: Pioneer Telephone Holding Company does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Network management practices are set forth below.

NETWORK MANAGEMENT PRACTICES

Pioneer Telephone Holding Company manages its network to provide the best service possible to its customers. Pioneer Telephone Holding Company cannot guarantee that it can prevent spam, viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to customers.

Congestion: Pioneer Telephone Holding Company has not experienced substantial problems with congestion. However, it may be possible that there are congestion events that may occur in the future, particularly as it may be related to the service capacity from third parties used by Pioneer Telephone Holding Company to provide the customer with access to the world. Such service capacity is outside the control of Pioneer Telephone Holding Company.

Where feasible, Pioneer Telephone Holding Company will address congestion issues through improvements to its network or the capacity purchased from other providers needed to connect to the outside world. Such processes take time to implement and may not be feasible in all situations. Therefore, Pioneer Telephone Holding Company reserves the right to monitor and identify which customer accounts are using the greatest amount of bandwidth during periods of heavy congestion and to work to provide solutions to address those issues. If a preferred solution cannot be worked out with the customer or customers, Pioneer Telephone Holding Company reserves the right to manage the Internet traffic of high volume customers during periods of significant congestion. This means that the affected customers will still be able to access the Internet and engage in activities that they desire, but during certain periods of time they may experience conditions such as longer times to download or upload files, slower access and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

TERMS OF SERVICE

Use of Network: In no case will Pioneer Telephone Holding Company discriminate among customers on the basis of the type of content, applications, services or devices which the customer uses.

Devices/Applications: Customers may use any lawful and commercially available application which they desire. Pioneer Telephone Holding Company does not normally monitor the contents of the traffic or applications of the customers and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer.

Pioneer Telephone Holding Company will only take steps regarding an application-specific behavior by a customer if there is a reasonable belief that the application will cause harm to Pioneer Telephone Holding Company's network or is unlawful.

A customer may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by Pioneer Telephone Holding Company, as long as such device does not harm the network and is not unlawful.

Security: Pioneer Telephone Holding Company undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. Customers are cautioned to purchase their own spam filtering and antivirus software from commercial vendors to meet their needs. However, a customer that is subject to spam, virus, denial of service attack or similar malicious, unlawful or unwarranted activities is urged to contact Pioneer Telephone Holding Company as soon as possible. Pioneer Telephone Holding Company will work with the customer on how the customer may take appropriate and economically reasonable efforts to address the matter.

Other Matters: Pioneer Telephone Holding Company does not guarantee that it can protect customers from any or all security breaches. The customer is using this service at its own risk.

These terms and conditions for use are found at www.pionnet.com.

PERFORMANCE CHARACTERISTICS

The pricing and other terms and conditions for the service provided by Pioneer Telephone Holding Company can be found at www.pionnet.com/internet.htm. The service provided is a DSL type of service consisting of fiber optic and copper digital facilities. Expected access speeds in the DSL portions of the network range from 1.5 MB to 10 MB, depending on the actual lengths of the respective fiber trunks and copper lines.

Actual access speeds and delay times or latency are impacted by the length, capacity and congestion of transport facilities purchased by Pioneer Telephone Holding Company from third party providers. Pioneer Telephone Holding Company cannot guarantee that it will be able to obtain capacity from these third party providers at commercially reasonable prices if and when additional third party capacity is needed to reach Internet nodes.

Pioneer Telephone Holding Company's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services. This is a growing area and its effect on Pioneer Telephone Holding Company's ability to provide service at the speeds listed above are unknown at this time.

PRIVACY POLICY

As a general statement, Pioneer Telephone Holding Company does not usually entail inspection of network traffic. Pioneer Telephone Holding Company does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. Pioneer Telephone Holding Company does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act and other applicable national and state security and criminal statutes.

PIONEER TELEPHONE HOLDING COMPANY DOES NOT COLLECT, STORE OR USE TRAFFIC INFORMATION TO PROFILE ITS CUSTOMERS IN ORDER TO SELL ADDITIONAL SERVICES TO THEM OR FOR NON-NETWORK MANAGEMENT PURPOSES.

COMPLAINTS

If a customer has complaints about the service, they are urged to contact **Pioneer Telephone Company at 509-549-3511**. A customer always has the right to file a complaint with the Federal Communications Commission at www.fcc.gov.

RESERVATION OF RIGHTS/AMENDMENTS

In the event of any conflict between material found on other links on Pioneer Telephone Holding Company's web site and this Open Internet Policy, the more specific terms at the other links shall control.

Pioneer Telephone Holding Company may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of such changes will be posted on this web site. However, individual notice to customers, content providers, application providers, service providers or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty day basis. However, Pioneer Telephone Holding Company reserves the right to use a shorter notice period when circumstances so warrant.